



FEMA

Fact Sheet

Customer Service Excellence

Customer service excellence is a guiding principle of the Management Directorate (MD) and is a primary emphasis in our Strategic Plan. You may have noticed colorful materials around your office promoting the Plan and its objectives, as well as the customer service standards that demonstrate our commitment to service excellence. You may have also attended the MD-sponsored half-day training session: "What is Everyday Excellence?" to understand what we're trying to accomplish around this important goal and gain your input into execution strategies.

MD's customer service standards help keep us on **T-R-A-C-K**:

Timeliness –MD will provide timely service to its customers.

Reliability –MD will provide reliable service to its customers.

Accessibility –MD will provide customers with easy access to information, assistance, and services.

Courtesy –MD will interact with customers in a professional manner.

Knowledge –MD will provide customers with the skills and knowledge needed to meet their goals.

The MD has established a Customer Service Rewards and Recognition program to recognize your outstanding contributions to FEMA MD customers.

The program is voluntary and the MD will announce award winner(s) each month. If your division / office already has a performance awards program, this is not meant to replace or interfere with existing programs. Directors need

only complete the MD **T-R-A-C-K** nomination form according to the simple instructions and criteria, and email a copy of the form to maile.arthur@dhs.gov.

Nomination forms are due by the second Monday of each month, and will cover the previous month's performance period (e.g., forms received on April 6 should nominate MD employees who provided customer service excellence during the month of March). A special committee, called the Rewards & Recognition Committee (RRC) will meet the same week to review and evaluate the nominees and select a winner. Announcements will be made soon after.

The program is open to any MD employee (including Permanent Full Time, CORE, and Disaster Assistance Employees), but excludes the Senior Executive Service (SES).

MD Directors are responsible for submitting nomination forms however anyone – peers, customers, supervisors – are encouraged to alert Directors of customer service excellence they've observed or experienced based on the **T-R-A-C-K** standards and criteria.

MD "TRACK Star" recipients will receive a \$50 gift card (emailed) to a catalogue containing a variety of shopping and entertainment options, a certificate, and acknowledgments in the MD newsletter.

Questions? Please contact Maile Arthur, Special Assistant, Strategic Programs, at maile.arthur@dhs.gov, 202-646-4230

FEMA leads and supports the nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation, to reduce the loss of life and property and protect the nation from all hazards including natural disasters, acts of terrorism, and other man-made disasters.

